Oracle Utilities Customer Care and Billing 2 Essentials–Exam Study Guide

The Oracle Utilities Customer Care and Billing 2 Essentials (1Z0-562) Exam Study Guide is designed to provide students with the training information meant to help them pass the Oracle Utilities Customer Care and Billing 2 Essentials (1Z0-562).

The exam audience is typically an implementation consultant that has at least one to two years experience in:

- At least one full Oracle Utilities Customer Care and Billing Implementation from requirements gathering through to production; or
- Three to five implementations in a developer / designer role (but not for the full duration of any implementation)

The exam targets an intermediate-level implementation team member. Up-to-date training and field experience are required to pass the exam.

The exam objectives are defined by learner or practitioner level of knowledge.

Learner-level: questions require the candidate to recall information to determine the correct answer

Practitioner-level: questions require the candidate to derive the correct answer from the application of their knowledge, which can only be attained by extensive experience with the product.

Below is a list of all of the topics covered in this exam. For each exam topic, the objectives, knowledge level and recommended training have been defined.

Please note some of the recommended training courses may cover multiple exam topics.

The exam covers 27 topics.

**Topic 1: Control Central & User Interface Standards**

**Objectives**

- Navigate the Oracle Utilities Customer Care and Billing User Interface
- Use and Maintain Control Central
- Locate Help Documentation and Text

**Level**

- Learner
- Learner
- Learner

**Training Options**

- Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp
- Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class

**Topic 2: Framework Overview**

**Objectives**

- Use the Oracle Utilities Application Framework

**Level**

- Practitioner
Understand Maintenance Objects  Practitioner
Create Plug-In Logic  Practitioner
Extend the Database  Practitioner
Enforce Security Rules  Practitioner

Training Options
- Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp
- Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class

**Topic 3: Customer Information**

**Objectives**
- Maintain and Manage Customer Information  Practitioner
- Determine Customer Account Structure  Practitioner
- Manage Customer Contacts  Learner

**Training Options**
- Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 4: To Do**

**Objectives**
- Configure and Manage To Do Functionality  Learner

**Training Options**
- Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 5: Sales and Marketing**

**Objectives**
- Configure and Manage Campaigns, Packages and Orders  Practitioner

**Training Options**
- Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 6: Device (Meter and Item) Management**

**Objectives**
- Configure and Manage Meters and Items  Learner

**Training Options**
- Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 7: Field Work**

**Objectives**
- Manage Field Activities and Field Orders  Learner
Training Options
   o Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 8: Meter Reading**

Objectives
   Maintain Meter Reads

Level
   Practitioner

Training Options
   o Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 9: Route Management and Field Activity Upload**

Objectives
   Maintain Service Cycles, Routes and Field Activity Upload

Level
   Learner

Training Options
   o Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 10: Financial Transactions**

Objectives
   Manage Financial Transactions

Level
   Practitioner

Training Options
   o Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 11: Billing**

Objectives
   Manage Bills
   Maintain Bill Segments
   Complete Bills

Level
   Practitioner
   Practitioner
   Practitioner

Training Options
   o Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp

**Topic 12: Rates**

Objectives
   Manage and Apply Rates
   Apply Proration
   Apply Bill Factors

Level
   Practitioner
   Practitioner
   Practitioner

Training Options
   o Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp
Topic 13: **Payments**

**Objectives**
- Manage Payments
- Manage Overpayment and Payment Distribution

**Level**
- Practitioner

**Training Options**
- [Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp](#)

Topic 14: **Adjustments**

**Objectives**
- Configure and Manage Adjustments

**Level**
- Practitioner

**Training Options**
- [Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp](#)

Topic 15: **Monitor Overdue Debt**

**Objectives**
- Configure and Manage Credit & Collections and Overdue Processes
- Manage Payment Arrangements and Pay Plans

**Level**
- Practitioner

**Training Options**
- [Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp](#)

Topic 16: **Case Management**

**Objectives**
- Configure the Case Management Functionality

**Level**
- Practitioner

**Training Options**
- [Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp](#)

Topic 17: **Business Object Elements**

**Objectives**
- Configure using Business Object Elements

**Level**
- Practitioner

**Training Options**
- [Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class](#)

Topic 18: **Business Object Business Rules**

**Objectives**
- Use Business Object Rules

**Level**
- Practitioner
Training Options
  o Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class

Topic 19: Business Object Inheritance

Objectives Level
Share Business Object Properties Practitioner

Training Options
  o Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class

Topic 20: Business Object Lifecycle

Objectives Level
Apply Business Object Life Cycle Practitioner

Training Options
  o Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class

Topic 21: Business Object Options

Objectives Level
Use Business Object Options Practitioner

Training Options
  o Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class

Topic 22: Business Object Access Rights

Objectives Level
Configure Access Rights Practitioner

Training Options
  o Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class

Topic 23: Service Scripts

Objectives Level
Configure Service Scripts Practitioner

Training Options
  o Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class
Topic 24: Business Services

Objectives
Configure Business Services

Level
Practitioner

Training Options
- Oracle Utilities Application Framework 2.x Configuration Tools – Foundation Bootcamp / Class

Topic 25: Advanced BPA Script Features

Objectives
Configure and Manage Business Process Assistant (BPA) scripts

Level
Practitioner

Training Options
- OUAF 2.x Configuration Tools: GUI

Topic 26: Revision Control

Objectives
Use Revision Control

Level
Practitioner

Training Options
- OUAF 2.x Configuration Tools: GUI

Topic 27: Bundling

Objectives
Configure using Bundling Capabilities

Level
Practitioner

Training Options
- OUAF 2.x Configuration Tools: GUI